## **Amendments to the Claims:**

This listing of claims will replace all prior versions and listings of claims in the instant application:

## **Listing of Claims:**

1. (Currently Amended) A method of dynamically assigning a plurality of voice ports and arranging a plurality of menu choice prompting sequences for at least one application, comprising the steps of:

receiving a plurality of incoming calls;

monitoring at least one among a recognition error rate for each menu option and execution path, a success rate for completing a desired transaction and an associated origination number, and frequently used menu options; and

in response to the monitoring step, rearranging at least one of the menu choice prompting sequences among the plurality of menu choice prompting sequences and reassigning at least one voice port among the plurality of voice ports, wherein the plurality of voice ports are dynamically assigned, and the plurality of menu choice prompting sequences are dynamically arranged for an interactive voice response system having a plurality of applications, wherein greater priority is assigned to voice ports using an application with a greater speech recognition success rate than other applications among the plurality of applications on the interactive voice response system.

2. (Original) The method of claim 1, wherein the step of monitoring the recognition error rate for each menu option and execution path is done while calculating the impact of the recognition error rate on a call duration.

3. (Original) The method of claim 1, wherein the step of monitoring the success rate comprises the step of monitoring callers that stay on the application and complete the desired transaction, monitoring revenue from a given caller, and monitoring duration of a transaction from the given caller or the associated origination number.

4. (Original) The method of claim 1, wherein the step of rearranging menu choice prompting sequences comprises the step of rearranging menu choice prompting sequences in real-time based on the recognition error rate and the frequently used menu options.

5. (Original) The method of claim 1, wherein the step of re-assigning voice ports comprises the step of providing greater priority to at least one of the plurality of voice ports based on the success rate

- 6. (Cancelled)
- 7. (Cancelled)
- 8. (Currently Amended) An interactive voice response system, comprising: a plurality of voice ports; and
- a processor coupled to the voice ports in the interactive voice response system, the processor programmed to:

receive a plurality of incoming calls;

monitor at least one among a recognition error rate for each menu option and execution path, a success rate for completing a desired transaction and an associated origination number, and frequently used menu options; rearrange at least one of the menu choice prompting sequences among the

plurality of menu choice prompting sequences in response to monitoring at least

one among the recognition error rate and the frequently used menu options; and

re-assign at least one voice port among the plurality of voice ports in

response to monitoring the success rate;

wherein the processor dynamically assigns the plurality of voice ports and

arranges the plurality of menu choice prompting sequences for an interactive voice

response system having a plurality of applications;

wherein the processor further assigns greater priority to voice ports using an

application with a greater speech recognition success rate than other applications among

the plurality of applications on the interactive voice response system.

9. (Original) The system of claim 8, wherein the processors monitors the recognition

error rate for each menu option and execution path while calculating the impact of the

recognition error rate on a call duration.

10. (Original) The system of claim 8, wherein the processor monitors callers that stay

on the system and complete the desired transaction, monitors revenue from a given caller,

and monitors duration of a transaction from the given caller or the associated origination

number.

11. (Original) The system of claim 8, wherein the processor rearranges menu choice

prompting sequences by rearranging menu choice prompting sequences in real-time

based on the recognition error rate and the frequently used menu options.

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12. (Original) The system of claim 8, wherein the processor re-assigns voice ports by

providing greater priority to at least one of the plurality of voice ports based on the

success rate

13. (Cancelled)

14. (Cancelled)

15. (Currently Amended) A machine-readable storage, having stored thereon a

computer program having a plurality of code sections executable by a machine for

causing the machine to perform the steps of:

receiving a plurality of incoming calls;

monitoring at least one among a recognition error rate for each menu option and

execution path, a success rate for completing a desired transaction and an associated

origination number, and frequently used menu options;

rearranging at least one of the menu choice prompting sequences among the

plurality of menu choice prompting sequences in response to monitoring at least one

among the recognition error rate and the frequently used menu options; and

re-assigning at least one voice port among the plurality of voice ports in response

to monitoring the success rate, wherein voice ports are re-assigned by providing greater

priority to at least one of the plurality of voice ports based on the success rate, and

wherein greater priority is assigned to voice ports using an application with a greater

speech recognition success rate than other applications among the plurality of

applications on the interactive voice response system.

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Appln No. 10/736,029

Amendment dated May 5, 2008

Reply to Office Action of February 5, 2008

Docket No. BOC9-2003-0075 (446)

16. (Original) The machine readable storage of claim 15, wherein the computer

program further monitors callers that stay on the system and complete the desired

transaction, monitors revenue from a given caller, and monitors duration of a transaction

from the given caller or the associated origination number.

17. (Original) The machine readable storage of claim 15, wherein the computer

program rearranges menu choice prompting sequences by rearranging menu choice

prompting sequences in real-time based on the recognition error rate and the frequently

used menu options.

18. (Original) The machine readable storage of claim 15, wherein the computer

program re-assigns voice ports by providing greater priority to at least one of the plurality

of voice ports based on the success rate

19. (Cancelled)

20. (Cancelled)

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